Kaltura 3rd Party Cookie Error

Reported Issue:

Kaltura doesn’t start through Blackboard using either Course Tools or Individual video posts. Error message says to allow 3rd Party Cookies. The error happens the most on Mac while using Google Chrome.

Fix: Restore Chrome Settings to defaults. Allowing all cookies through Privacy and Security tab does not always fix the issue.

Steps to fix:

1. Open Google Chrome
2. Click the 3 dots in the Top-Right Corner
3. Go to the reset and clean up tab (Figure 1)
4. Click on Restore settings to their original Defaults (Figure 1)
5. Restart Chrome

![Figure 1](image)